

# Service Specifications for Palliative Care Community Pharmacy Service

## 1. This agreement is between

**NHS England (Yorkshire and the Humber)** (the Commissioner)

Unit 3  
Alpha Court  
Monks Cross  
YORK  
YO32 9WN

**And the Provider:**

## 2. Introduction

This agreement set out the framework for the dispensing of palliative care drugs during normal hours [the pharmacies core plus supplementary hours] from a community pharmacy, and has been agreed with Community Pharmacy North Yorkshire (North Yorkshire LPC) and Community Pharmacy Humber (Humber LPC). The implementation, administration, monitoring and review of this agreement is the responsibility of NHS Hull CCG Clinical Commissioning Group, or any organisation that takes over the functions of this CCG.

## 3. Period

This agreement is for the period **1st August 2017 - 31st March 2020**.

## 4. Termination

Three months' notice of termination must be given if the pharmacy wishes to terminate the agreement before the given end date.

Three months' notice of termination must be given if NHS England (Yorkshire and The Humber) wishes to terminate the agreement before the given end date.

NHS England (Yorkshire and The Humber) may suspend or terminate this agreement forthwith if there are reasonable grounds for concern including, but not limited to, malpractice, negligence or fraud on the part of the pharmacy.

## 5. Obligations

The pharmacy will provide the service in accordance with the specification (Schedule 1).

Hull CCG will ensure all pharmacies, GPs, nurses and palliative care providers within the locality are made aware of the pharmacies providing the Enhanced Palliative Care service drugs, both Part A and Part B, annually (in April) along with any updates during the year. Consideration must be given to the sharing of information with neighbouring CCGs with adjacent boundaries.

Hull CCG will provide a link to the local palliative care guidelines annually along with any updates during the year via a message on PharmOutcomes and the LPC weekly digest.

## 6. Payments

NHS England (Yorkshire and The Humber) will pay the following:

A fee equivalent to the DM+D price of the item being stocked. The fee will be payable at the commencement of service provision (setup fee) and throughout the duration of service when stock held has date-expired (restocking fee), where the pharmacy has been required to procure the medicine in order to meet the service specification.

An annual retainer of £165 will be paid in four quarterly instalments (£41.25) on satisfactory completion of a quarterly return. The quarters are as follows: 1<sup>st</sup> April to 30<sup>th</sup> June; 1<sup>st</sup> July to 30<sup>th</sup> September; 1<sup>st</sup> October to 31<sup>st</sup> December and 1<sup>st</sup> January to 31<sup>st</sup> March.

The pharmacy will enter the service delivery information onto the PharmOutcomes system and invoices will be generated automatically.

Payments will be made by BACS within 28 days of the submitted invoice.

## 7. Standards

The service will be provided in accordance with the standards detailed in the specification (Schedule 1).

## 8. Confidentiality

Both parties shall adhere to the requirements of the Data Protection Act 1988 and the Freedom of Information Act 2000.

Any approaches by the media for comments or interviews must be referred to NHS England (Yorkshire and The Humber).

## 9. Indemnity

The pharmacy shall maintain adequate insurance for public liability and professional indemnity against any claims which may arise out of the terms and conditions of this agreement.

Any litigation resulting from an accident or negligence on behalf of the pharmacy is the responsibility of the pharmacy who will meet the costs and any claims for compensation, at no cost to NHS England (Yorkshire and The Humber).

## Schedule 1

### Service Specification – Palliative Care Community Pharmacy Service

#### 1. Service description

- 1.1 Pharmacy Contractors – owners or managers agree that their pharmacy address is included in a list maintained by the CCG and provided to all pharmacies, GPs, nurses and palliative providers.
- 1.2 The Pharmacy Contractors included in this scheme will be contracted to hold a minimum stock of an agreed range of palliative care medicines as outlined in Appendix A – Part A. This is the stock available from ALL participating pharmacies and the details of these pharmacies will be communicated with all relevant parties via the CCG.
- 1.3 In addition to the basic level provision a CCG may opt to commission a pharmacy or pharmacies from selected geographical locations to also hold the 'extended level provision' stock as outlined in Appendix A – Part B. These pharmacies will be identified by the CCG and the details of these pharmacies will be communicated with all relevant parties.

#### 2. Aims and intended service outcomes

- 2.1 This service aims to ensure that palliative care medicines are available during the participating pharmacy's normal working hours.
- 2.2 In order to fulfil its NHS dispensing function the pharmacy contractor is required to hold stock for regular NHS prescriptions. The list of drugs and quantity to be stocked, specifically for this service, is indicated in Appendix A. Pharmacies should ensure that the Palliative Care stock is rotated with the normal stock holding to reduce expiration of stock.

#### 3. Service outline

- 3.1 In circumstances where they are unable to promptly supply the item(s) the pharmacist will ensure that the pharmacy team directs the patient or carer to the nearest Enhanced Service Provider from the list of Palliative Care Scheme pharmacies provided by the CCG annually, **checking first that they have the supply in stock.**
- 3.2 If the medication is experiencing stock problems the pharmacist will resolve the matter with the prescriber and will complete the PharmOutcomes template raising awareness of the current issue, so that any out of stock / manufacturing problems can then be discussed with the commissioner and other relevant parties.
- 3.3 Where requested, the pharmacist will provide advice to the health care professional regarding the prescribing or dosage of palliative care medicines that should be administered to a patient.
- 3.4 The Pharmacist will ensure information regarding batch numbers and expiry dates of palliative care medication stock is recorded on the PharmOutcomes platform each quarter. The PharmOutcomes platform will automatically audit the stock information.
- 3.5 Submit the dispensed prescription to the NHSBSA in the normal way.

#### 4. Training and Premises Requirements

- 4.1 Ensure they are familiar with the local palliative care guidelines which are available on the following web links:

**Hull & East Riding**

<https://www.hey.nhs.uk/wp/wp-content/uploads/2016/03/commencingPalliativeCareMedicinesJIC.pdf>

or

<https://www.hey.nhs.uk/herpc/prescribing-guidelines/>

See - Commencing Palliative Care Medicines (Just in Case Drugs)

- 4.2 The pharmacy contractor must have a standard operating procedure (SOP) for this service. All support staff must ensure they are familiar with all aspects of the scheme before commencing the service.

#### 5. Service availability

The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy's opening hours.

#### 6. Quality Standards

- 6.1 Community Pharmacy contractor providers of this service will comply with the General Pharmaceutical Council standards of conduct, ethics and performance at all times.
- 6.2 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 6.3 The pharmacy can demonstrate that pharmacists involved in the provision of the service have undertaken continuing professional development (CPD) relevant to this service. [See Appendix B]
- 6.4 The pharmacy participates in any NHS England (Yorkshire and The Humber) led audit of service provision.
- 6.5 The pharmacy co-operates with any NHS England (Yorkshire and The Humber) led assessment of service user experience.

#### 7. Claiming payment

Community Pharmacy Humber will provide access to a PharmOutcomes platform for the recording of relevant service information for the purposes of audit and the claiming of payment.

## Appendix A

### Part A Drugs

Drug to be stocked	Stock Quantity
Cyclizine solution for Injection 50mg/ml ampoules	5
Dexamethasone Phosphate solution for Injection 3.3mg/ml ampoules	10
Diamorphine powder for solution Injection 5mg/ml	5
Diamorphine powder for solution Injection 10mg/ml	5
Diamorphine powder for solution Injection 30mg/ml	5
Haloperidol solution for Injection 5mg/ml ampoules	10
Hyoscine Butylbromide solution for Injection 20mg/ml	10
Levomepromazine solution for Injection 25mg/ml ampoules	10
Metoclopramide solution for Injection 10mg/2ml ampoules	10
Midazolam solution for Injection 10mg/2ml ampoules	10
Oxycodone 10mg/1ml solution for Injection ampoules	5
Water for Injection 10ml ampoules	10

### Part B Drugs

Drug to be stocked	Stock Quantity
Phenobarbital 200mg/1ml solution for injection ampoules	10
Octreotide 500mcg/1ml solution for injection ampoules	5
Morphine sulfate 10mg/1ml solution for injection ampoules	20
Sodium Chloride 0.9% solution for injection ampoules 10ml	10

This Pharmacy is commissioned to hold the following stocks:

Part A drugs	<input type="checkbox"/> Yes
Part B drugs	<input type="checkbox"/> No

## Appendix B

- **CPPE - Learning programmes**

<https://www.cppe.ac.uk/programme-listings/a-to-z>

- **Health Education England (HEE) e-learning programme: End of life care for all**

End of Life Care for All (e-ELCA) is an e-learning programme that aims to enhance the training and education of health and social care staff and volunteers involved in delivering end of life care.

The programme was commissioned by the Department of Health and developed by HEE e-Learning for Healthcare (e-LfH), in partnership with the Association for Palliative Medicine of Great Britain and Ireland, to support the implementation of the Department of Health's 2008 national End of Life Care Strategy.

<https://hee.nhs.uk/our-work/developing-our-workforce/end-life-care/e-learning-programme-end-life-care-all>

- **CHCP Community Pharmacy End of Life Academy (Hull & East Riding pharmacies)**

The information is hosted on the CHCP website on the following link:

<http://www.chcpcic.org.uk/pages/community-pharmacy-end-of-life-academy>

Example